

Community First Health Plans

San Antonio

Survey (CAHPS™3.0H) Results

Response Rate 40%

State Averages

Compiled from the 31 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 34%

Percentage who rated
6 or lower

Percentage who rated
7 or 8

Percentage who rated
9 or 10

State Averages

The bar graph is
on a scale from
0 = worst and
10 = best.

On their health plan 14% 32% 55%

21% 38% 41%

On their health care 12% 33% 56%

12 35% 53%

On their specialist 11% 25% 64%

13 29% 57%

On their doctor or nurse 14% 31% 55%

13 35% 52%

Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...

State Averages

Got care without long waits 25% 28% 47%

24% 32% 45%

Had doctors communicate well 9 23% 68%

8 30% 62%

Had courteous, respectful, & helpful office staff 10 21% 69%

8 26% 66%

Had their plan handle claims quickly & correctly 18% 23% 59%

11 34% 55%

Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...

State Averages

Getting needed care 8 14% 78%

7 15% 78%

With efficiency & helpfulness of customer service 9 19% 71%

7 21% 72%